



New Hampshire Community Mental Health Agreement Quarterly Data Report

January to March 2017

New Hampshire Department of Health and Human Services
Office of Quality Assurance and Improvement

May 24, 2017

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence*

Community Mental Health Agreement Quarterly Report

New Hampshire Department of Health and Human Services

Publication Date: 5/24/2017

Reporting Period: 1/1/2017 – 3/31/2017

Notes for Quarter

- Manchester Mobile Crisis data reporting is now based on our new systematic record reporting process, similar to Phoenix data submission. This allows for routine quality assurance, more consistent reporting, and connection of data to other Phoenix records.

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1. Community Mental Health Center Services: Unique Count of Adult Assertive Community Treatment Consumers

Center Name	January 2017	February 2017	March 2017	Unique Consumers in Quarter	Unique Consumers in Prior Quarter
01 Northern Human Services	102	102	108	111	107
02 West Central Behavioral Health	47	49	53	60	36
03 Genesis Behavioral Health	68	70	70	74	66
04 Riverbend Community Mental Health Center	77	77	83	88	82
05 Monadnock Family Services	67	66	64	69	67
06 Community Council of Nashua	88	83	83	93	83
07 Mental Health Center of Greater Manchester	256	257	270	281	273
08 Seacoast Mental Health Center	65	67	64	69	68
09 Community Partners	70	68	67	71	73
10 Center for Life Management	50	54	55	56	47
Total	888	890	913	970	901

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 5/10/17; consumers are counted only one time regardless of how many services they receive.

2a. Community Mental Health Center Services: Assertive Community Treatment Staffing Full Time Equivalents

Center Name	March 2017						December 2016	
	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
01 Northern Human Services	0.94	2.57	7.83	0.55	11.89	0.80	11.49	0.80
02 West Central Behavioral Health	0.60	2.55	4.00	0.60	7.75	0.50	5.50	0.14
03 Genesis Behavioral Health	1.00	3.00	6.00	1.00	11.00	0.50	11.00	0.50
04 Riverbend Community Mental Health Center	0.50	3.00	6.00	0.50	10.00	0.30	9.00	0.30
05 Monadnock Family Services	1.25	2.45	2.50	0.50	6.70	0.65	7.25	0.65
06 Community Council of Nashua 1	0.50	3.00	2.75	0.00	6.25	0.25	6.25	0.25
06 Community Council of Nashua 2	0.50	3.00	1.75	0.00	5.25	0.25	5.25	0.25
07 Mental Health Center of Greater Manchester-CTT	1.09	11.00	1.70	1.00	14.79	0.87	15.53	0.62
07 Mental Health Center of Greater Manchester-MCST	0.90	10.00	9.96	1.00	21.86	0.87	21.37	0.53
08 Seacoast Mental Health Center	0.43	2.10	6.00	1.00	9.53	0.60	9.53	0.60
09 Community Partners	0.40	1.00	2.18	0.50	4.08	0.50	6.85	0.50
10 Center for Life Management	1.00	3.00	3.30	1.00	8.30	0.20	7.17	0.20
Total	9.11	46.67	53.97	7.65	117.40	6.29	116.19	5.34

2b. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Substance Use Disorder Treatment

Center Name	March 2017	December 2016
01 Northern Human Services	2.27	2.12
02 West Central Behavioral Health	1.20	1.20
03 Genesis Behavioral Health	2.50	7.50
04 Riverbend Community Mental Health Center	1.30	1.30
05 Monadnock Family Services	2.60	2.40
06 Community Council of Nashua 1	3.00	3.00
06 Community Council of Nashua 2	3.00	3.00
07 Mental Health Center of Greater Manchester-CCT	11.00	11.00
07 Mental Health Center of Greater Manchester-MCST	1.00	1.00
08 Seacoast Mental Health Center	0.00	0.00
09 Community Partners	1.00	1.00
10 Center for Life Management	3.00	2.87
Total	31.87	36.39

2c. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Housing Assistance

Center Name	March 2017	December 2016
01 Northern Human Services	9.07	8.92
02 West Central Behavioral Health	5.85	5.60
03 Genesis Behavioral Health	9.00	9.00
04 Riverbend Community Mental Health Center	8.50	7.50
05 Monadnock Family Services	2.00	2.00
06 Community Council of Nashua 1	5.00	5.00
06 Community Council of Nashua 2	4.00	4.00
07 Mental Health Center of Greater Manchester-CCT	11.72	11.92
07 Mental Health Center of Greater Manchester-MCST	16.64	15.85
08 Seacoast Mental Health Center	6.00	6.00
09 Community Partners	2.43	4.58
10 Center for Life Management	6.00	5.87
Total	86.21	86.24

2d. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Supported Employment

Center Name	March 2017	December 2016
01 Northern Human Services	1.08	1.08
02 West Central Behavioral Health	0.25	0.25
03 Genesis Behavioral Health	3.00	2.00
04 Riverbend Community Mental Health Center	0.50	0.50
05 Monadnock Family Services	1.00	2.00
06 Community Council of Nashua 1	2.50	2.50
06 Community Council of Nashua 2	1.50	1.50
07 Mental Health Center of Greater Manchester-CCT	0.55	0.56
07 Mental Health Center of Greater Manchester-MCST	0.93	1.29
08 Seacoast Mental Health Center	1.00	1.00
09 Community Partners	0.00	0.00
10 Center for Life Management	0.30	0.30
Total	12.61	12.98

Revisions to Prior Period: None

Data Source: Bureau of Mental Health CMHC ACT Staffing Census Based on CMHC self-report

Notes for 2b-d: Data compiled 5/10/17; The Staff Competency values reflect the sum of FTE's trained to provide each service type. These numbers are not a reflection of the services delivered, rather the quantity of staff available to provide each service. If staff is trained to provide multiple service types, their entire FTE value will be credited to each service type.

3. Community Mental Health Center Services: Annual Adult Supported Employment Penetration Rates for Prior 12 Month Period

Center Name	12 Month Period Ending March 2017			Penetration Rate for Period Ending December 2016
	Supported Employment Consumers	Total Eligible Consumers	Penetration Rate	
01 Northern Human Services	419	1,299	32.3%	27.0%
02 West Central Behavioral Health	145	624	23.2%	21.5%
03 Genesis Behavioral Health	166	1,322	12.6%	14.5%
04 Riverbend Community Mental Health Center	249	1,662	15.0%	13.8%
05 Monadnock Family Services	128	945	13.5%	17.9%
06 Community Council of Nashua	229	1,522	15.0%	12.4%
07 Mental Health Center of Greater Manchester	1,295	3,253	39.8%	43.1%
08 Seacoast Mental Health Center	189	1,316	14.4%	12.0%
09 Community Partners	51	711	7.2%	6.8%
10 Center for Life Management	172	872	19.7%	21.1%
Deduplicated Total	3,040	13,108	23.2%	22.9%

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 5/10/17; consumers are counted only one time regardless of how many services they receive

4a. New Hampshire Hospital: Adult Census Summary

Measure	January – March 2017	October – December 2016
Admissions	263	275
Mean Daily Census	146	137
Discharges	258	276
Median Length of Stay in Days for Discharges	12	10
Deaths	0	0

Revisions to Prior Period: None

Data Source: Avatar

Notes 4a: Data extracted 1/6/17; Average Daily Census includes patients on leave and is rounded to nearest whole number

4b. New Hampshire Hospital: Discharge Location for Adults

Discharge Location	January – March 2017	October – December 2016
Home - Lives with Others	142	141
Home - Lives Alone	76	94
CMHC Group Home	6	5
Homeless Shelter/ No Permanent Home	6	1
Private Group Home	5	0
DDS Supported Living	4	3
Nursing Home	4	3
Glenclyff Home for the Elderly	4	1
Other Residence	3	5
Peer Support Housing	3	1
Jail or Correctional Facility	2	8
Discharge/Transfer to IP Rehab Facility	1	7
Hotel-Motel	1	6
Unknown	1	0
Individualized Service Option-ISO	0	1

4c. New Hampshire Hospital: Readmission Rates for Adults

Measure	January – March 2017	October – December 2016
30 Days	8.0% (21)	13.0% (36)
90 Days	19.8% (52)	28.3% (78)
180 Days	27.8% (73)	35.1% (97)

Revisions to Prior Period: None

Data Source: Avatar

Notes 4b-c: Data compiled 5/10/17; readmission rates calculated by looking back in time from admissions in study quarter. 90 and 180 day readmissions look back period includes readmissions from the shorter period (e.g., 180 day includes the 90 and 30 day readmissions); patients are counted multiple times for each readmission; number in parentheses is the number of readmissions

5a. Designated Receiving Facilities: Admissions for Adults

DRF	January – March 2017		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	46	19	65
Manchester (Cypress Center)	70	134	204
Portsmouth	69	248	317
Elliot Geriatric Psychiatric Unit	6	42	48
Elliot Pathways	60	78	138
Total	251	521	772
DRF	October – December 2016		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	21	18	39
Manchester (Cypress Center)	62	155	217
Portsmouth	53	257	310
Elliot Geriatric Psychiatric Unit	7	36	43
Elliot Pathways	31	41	72
Total	174	507	681

5b. Designated Receiving Facilities: Mean Daily Census for Adults

DRF	January – March 2017	October – December 2016
Franklin	5.0	5.6
Manchester (Cypress Center)	14.6	12.4
Portsmouth	27.2	23.4
Elliot Geriatric Psychiatric Unit	31.2	24.8
Elliot Pathways	24.6	11.5
Total	20.5	15.6

5c. Designated Receiving Facilities: Discharges for Adults

DRF	January – March 2017	October – December 2016
Franklin	65	41
Manchester (Cypress Center)	211	213
Portsmouth	305	309
Elliot Geriatric Psychiatric Unit	49	46
Elliot Pathways	130	75
Total	760	684

5d. Designated Receiving Facilities: Median Length of Stay in Days for Discharges for Adults

DRF	January – March 2017	October – December 2016
Franklin	5	5
Manchester (Cypress Center)	4	5
Portsmouth	5	5
Elliot Geriatric Psychiatric Unit	27	24
Elliot Pathways	7	8
Total	5	5

5e. Designated Receiving Facilities: Discharge Location for Adults

DRF	January – March 2017							
	Assisted Living/Group Home	Deceased	DRF	Home	Hospice	Hospital	NHH	Other
Franklin	2	0	0	54	0	2	3	4
Manchester (Cypress Center)	2	0	5	189	0	0	2	13
Portsmouth Regional Hospital	0	0	1	222	0	0	8	74
Elliot Geriatric Psychiatric Unit	27	3	0	14	0	5	0	0
Elliot Pathways	2	0	0	116	0	1	0	11
Total	33	3	6	595	0	8	13	102
DRF	October – December 2016							
	Assisted Living/Group Home	Deceased	DRF	Home	Hospice	Hospital	NHH	Other
Franklin	1	0	0	38	0	0	1	0
Manchester (Cypress Center)	1	0	8	185	0	0	2	15
Portsmouth Regional Hospital	0	0	0	192	0	0	8	109
Elliot Geriatric Psychiatric Unit	30	4	1	7	3	2	0	2
Elliot Pathways	0	0	1	58	0	0	2	14
Total	32	4	10	480	3	2	13	140

5f. Designated Receiving Facilities: Readmission Rates for Adults

DRF	January – March 2017		
	30 Days	90 Days	180 Days
Franklin	0.0% (0)	0.0% (0)	1.5% (1)
Manchester (Cypress Center)	6.9% (14)	11.8% (24)	16.7% (34)
Portsmouth	7.3% (23)	12.9% (41)	18.3% (58)
Elliot Geriatric Psychiatric Unit	8.3% (4)	10.4% (5)	10.4% (5)
Elliot Pathways	2.9% (4)	4.3% (6)	7.2% (10)
Total	5.8% (45)	9.8% (76)	14.0% (108)
DRF	October – December 2016		
	30 Days	90 Days	180 Days
Franklin	2.5% (1)	2.5% (1)	2.5% (1)
Manchester (Cypress Center)	6% (13)	9.7% (21)	11.1% (24)
Portsmouth	8.1% (25)	14.2% (44)	18.1% (56)
Elliot Geriatric Psychiatric Unit	4.7% (2)	4.7% (2)	9.3% (4)
Elliot Pathways	11.1% (8)	12.5% (9)	12.5% (9)
Total	7.2% (49)	11.3% (77)	13.8% (94)

Revisions to Prior Period: None

Data Source: NH DRF Database

Notes: Data compiled 5/9/17; discharge location of DRF are patients discharged back to the same DRF for a different level of care within the DRF; readmission rates calculated by looking back in time from admissions in study quarter; patients are counted multiple times for each readmission; number in parentheses is the number of readmissions

6. Glencliff Home: Census Summary

Measure	January – March 2017	October – December 2016
Admissions	5	5
Average Daily Census	104	110
Discharges	7 (3-medical model group home, 1-private apartment, 1-assisted living/ residential care home, 1-NHH, 1-ABD/ enhanced family care home)	3 (supported apartment, enhanced family care home, nursing facility)
Individual Lengths of Stay in Days for Discharges	1024, 1691, 1680, 629, 952, 486, 3207	1027, 2785, 4545
Deaths	3	6
Readmissions	0	0
Mean Overall Admission Waitlist	16 (9 Active*)	14 (6 Active*)

*Active waitlist patients have been reviewed for admission and are awaiting admission pending finalization of paperwork and other steps immediate to admission.

Revisions to Prior Period: None.

Data Source: Glencliff Home

Notes: Data Compiled 4/28/17; means rounded to nearest whole number.

7. NH Mental Health Consumer Peer Support Agencies: Census Summary

Peer Support Agency	January – March 2017		October – December 2016	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	504	38	492	39
Conway	178	12	179	12
Berlin	107	8	102	10
Littleton	137	10	134	8
Colebrook	82	8	77	9
Stepping Stone Total	582	18	571	18
Claremont	486	12	479	13
Lebanon	96	6	92	5
Cornerbridge Total	365	13	348	13
Laconia	159	4	152	5
Concord	157	9	152	8
Plymouth Outreach	49	NA	44	NA
MAPSA Keene Total	184	16	180	16
HEARTS Nashua Total	473	26	433	24
On the Road to Recovery Total	524	40	498	36
Manchester	386	33	367	31
Derry	138	7	131	5
Connections Portsmouth Total	275	13	273	14
TriCity Coop Rochester Total	358	14	345	16
Total	3,265	138	3,140	140

Revisions to Prior Period: None

Data Source: Bureau of Mental Health Peer Support Agency Quarterly Statistical Reports

Notes: Data Compiled 5/11/17; Average Daily Visits NA for Outreach Programs; Cornerbridge Laconia for October to December 2016 estimated based on prior members and new reported members.

8. Housing Bridge Subsidy Summary to Date

Subsidy	January – March 2017		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	643	32	675
Section 8 Voucher	85	2	85
Subsidy	October – December 2016		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	603	40	643
Section 8 Voucher	83	0	83

Revisions to Prior Period: None

Data Source: Bureau of Mental Health

Notes: Data Compiled 2/22/17

9. Housing Bridge Subsidy Current Census Summary

Measure	As of 3/31/2017	As of 12/31/2016
Housing Slots	553	513
Rents currently being paid	505	481
Individuals accepted but waiting to lease	48	32
Waiting list for slots	0	0

Revisions to Prior Period: None

Data Source: Bureau of Mental Health

Notes: Data Compiled 5/2/17; All individuals currently on the Bridge Program are actively transitioning from the program (waiting for their Section 8 housing voucher).

10. Housing Bridge Subsidy Unit Address Density

Number of Unit(s)* at Same Address	Frequency as of 5/12/17	Frequency as of 2/23/17
1	367	349
2	36	23
3	5	14
4	4	4
5	3	0
6	1	1
7	2	0

*All units are individual units

Revisions to Prior Period: None

Data Source: Bureau of Mental Health data compiled by Office of Quality Assurance and Improvement

Notes: Data Compiled 5/12/17

11a. Mobile Crisis Services and Supports for Adults: Riverbend Community Mental Health Center

Measure	January 2017	February 2017	March 2017	January – March 2017	October – December 2016
Unduplicated People Served in Month	232	194	182	608	535
Services Provided by Type					
Mobile Community Assessments	57	56	44	157	157
Crisis Stabilization Appointments	29	13	20	62	61
Office-Based Urgent Assessments	26	23	33	82	53
Emergency Service Medication Appointments	34	27	6	67	77
Phone Support/Triage	188	288	165	641	666
Walk in Assessments*	5	5	7	17	NA
Services Provided after Immediate Crisis					
Mobile Community Assessments-Post Crisis	13	10	7	30	33
Crisis Stabilization Appointments	29	13	20	62	61
Office-Based Urgent Assessments	26	23	33	82	53
Emergency Service Medication Appointments	17	17	6	40	49
Phone Support/Triage	45	80	54	179	197
Referral Source					
Emergency Department/EMS	30	15	13	58	33
Family	42	47	21	110	71
Friend	4	7	1	12	17
Guardian	1	3	7	11	19
Mental Health Provider	11	16	5	32	31
Police	2	2	8	12	12
Primary Care Provider	3	5	8	16	12
CMHC Internal	13	16	12	41	50
School	5	5	8	18	20
Self	101	70	87	258	254
VNA	0	0	0	0	0
DCYF	0	0	0	0	1
Crisis Apartment					
Apartment Admissions	30	30	35	95	85
Apartment Bed Days	121	126	145	392	316
Apartment Average Length of Stay	4	4.2	4.1	4.1	3.7
Law Enforcement Involvement	20	20	12	52	57
Hospital Diversions Total	167	167	154	488	327

*New category beginning with this report

Revisions to Prior Period: None

Data Source: Riverbend CMHC submitted reports

Notes: Data Compiled 5/9/17

11b. Mobile Crisis Services and Supports: Mental Health Center of Greater Manchester

Measure	January 2017	February 2017	March 2017	January – March 2017	October – December 2016
Unduplicated People Served by Month	152	143	201	413	NA
Services Provided by Type					
Phone Support/Triage	399	361	408	1168	NA
Mobile Community Assessments	31	46	77	154	NA
Office-Based Urgent Assessments	30	21	24	75	NA
Emergency Service Medication Appointments	1	0	0	1	NA
Crisis Apartment Service	0	125	23	148	NA
Referral Source					
Emergency Department	0	2	2	4	NA
Family	36	56	60	152	NA
Friend	8	7	7	22	NA
Guardian	1	1	1	3	NA
Mental Health Provider	2	3	12	17	NA
Police	4	8	33	45	NA
Primary Care Provider	1	0	9	10	NA
CMHC Internal	29	16	23	68	NA
Self	64	98	113	275	NA
Other	13	22	24	59	NA
Crisis Apartment					
Apartment Admissions	0	2	3	5	NA
Apartment Bed Days	0	11	6	17	NA
Apartment Average Length of Stay	0	5.5	2	3.4	NA
Law Enforcement Involvement	4	8	33	45	NA
Hospital Diversion Total	151	212	280	643	NA

Revisions to Prior Period: NA

Data Source: New Mobile Crisis Data Reporting System

Notes: Data Compiled 5/19/17